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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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DEC 10 2003

Technology Center 2100

In re Application of: Nygren et al.

Serial No.: 10/072,431

Filing Date: February 8, 2002

Group Art Unit: 2171

Title: SYSTEM AND METHOD FOR PROCESSING WORK
ACCORDING TO AN ACTIVE WORK MODEL

Honorable Commissioner

for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Sir:

I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" under 37 C.F.R. § 1.10 on the date indicated below and is addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Willie Giles

Name

December 4, 2003

Date of Signature

Express Mail No. EV 324623224 US

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DEC 12 REC'D**INFORMATION DISCLOSURE STATEMENT**

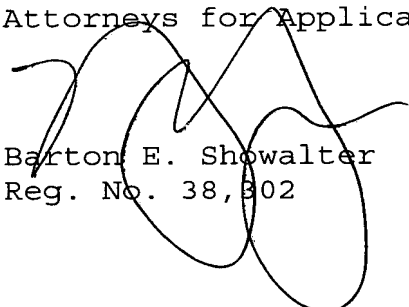
Applicants respectfully request, pursuant to 37 C.F.R. §§ 1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified patent application. Copies of these references are enclosed for the convenience of the Examiner. Furthermore, pursuant to 37 C.F.R. § 1.97(h), no representation is made that these references qualify as prior art or that these references are material to the patentability of the present application.

Enclosed is a copy of a PCT International Search Report identifying the references contained in this Information Disclosure Statement. The PCT International Search Report has a mailing date of November 14, 2003. Therefore, I hereby

certify that the references contained in this Information Disclosure Statement were cited for the first time in a communication from a foreign patent office in a related foreign application not more than three months prior to the filing of this Information Disclosure Statement. Furthermore, in the event a patent term adjustment is requested, pursuant to the requirements of 37 C.F.R. § 1.704, Applicants submit that the references contained in this Information Disclosure Statement were received from a foreign patent office in a related foreign application not more than thirty (30) days prior to the filing of this Information Disclosure Statement.

Pursuant to 37 C.F.R. § 1.97(c), Applicants believe that this Information Disclosure Statement has been filed before the mailing date of a final action or notice of allowance. Therefore, Applicants believe that no fee is due. However, if a fee is required, the Commissioner is hereby authorized to charge any fees or credit any overpayments to Deposit Account No. 02-0384 of Baker Botts L.L.P.

Respectfully submitted,
BAKER BOTTS L.L.P.
Attorneys for Applicants


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Date: December 4, 2002

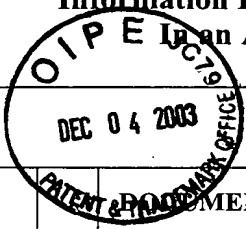
CORRESPONDENCE ADDRESS:

Customer Number:

05073

PTO-1449	Application No. 10/072,431	Applicant(s) Nygren et al.	
	Docket Number 019143.0349	Group Art Unit 2171	Filing Date February 8, 2002

Information Disclosure Citation
in an Application



U.S. PATENT DOCUMENTS

	PATENT & TRADEMARK OFFICE	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
A		5,793,861	08/11/1998	Haigh	379	266	06/11/1996
B							
C							
D							
E							
F							
G							
H							
I							
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FOREIGN PATENT DOCUMENTS

		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
M		EP 1 016 998 A2	07/05/2000	EPO	G06F 17/60		X	
N		WO 01/75747 A1	10/11/2001	PCT	G06F17/60		X	
O		WO 01/54388 A1	07/26/2001	PCT	H04M 1/64		X	
P								

		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
Q		Ronni T. Marshak, "IBM's FlowMark Object-Oriented Workflow for Mission-Critical Applications," <i>Workgroup Computer Report</i> , Vol. 17, No. 5, XP 000568699, May 1994, 11 pages.	May 1994
R		David Hollingsworth, "The Workflow Reference Model," Document No. TC00-1003, <i>Workflow Management Coalition</i> , January 19, 1995, 55 pages.	January 19, 1995
S		Kerry W. Hassler et al., "Revolutionizing Definity® Call Centers in the 1990s," <i>AT&T Technical Journal</i> , July/Aug. 1995, 10 pages.	July/Aug. 1995
T		PCT International Search Report in International Application No. PCT/US 03/01759, dated November 14, 2003, 7 pages.	Nov. 14, 2003

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

U.S. PATENT AND TRADEMARK OFFICE